



Broker Bulletin

November | 2021

Broker Services

321.434.5265
HFBroker@HF.org
hf-brokers@plusoscar.com

Commissions

For plan year 2021 and prior
Commissions@HF.org

For plan year 2022 and beyond

hf-broker-commissions@plu-soscar.com

Broker Support Line

Local:
321.434.4945
 Toll Free:
877.693.6489
HFHPIInfo@HF.org

Premium Payments for January Effective Dates Individual and Family Plans

The 2022 Enrollment Period is now open for Individual and Family Plans. We are incredibly excited about our growing broker partnerships this season.

Below are a few key reminders and resources to guide you with Health First Health Plans' and AdventHealth Advantage Plans' enrollments.

Premium Payments for January Effective Dates

Maximize your sales efforts by ensuring that payment is secured for your applicants.

Please refer to the [2022 Payment Guide](#) for more information on how members can make their payments.

- **New Members**

Once enrolled, please encourage new members to make payment through their portal or app.

- **Renewing Members**

Due to the transition in technology platforms, renewing members should submit payment for their 2022 plan after December 15.

Member Portal and Member App

Encourage your members to register for the new member portal and/or app. Members may create an account and enter payment information into the portal or app, once they have received an id number.

Member Portal Setup

[Health First Health Plans Member Portal](#)
[AdventHealth Advantage Plans Member Portal](#)

Member App Setup

- **Locate the App**

Download the app by searching for “Oscar Health” in the Apple Store or Google Play.

- **Create an Account**

Enter the necessary prompts to initiate your account setup. The member’s email address will indicate they are a Health First Health Plans’ or AdventHealth Advantage Plans’ member and will assign the appropriate portal.

Note: plan information will be loaded before January 1 but may not show at the time of account setup.

- **Store Payment Preferences**

The app allows members to store payment details and elect auto pay preferences.

Confirmation of FFM Certification

A friendly reminder to complete your FFM certification prior to enrolling members through the Marketplace. Use the [Agent and Broker Marketplace Registration Tracker](#) to ensure the Centers for Medicare and Medicaid Services (CMS) is showing you are certified. Per CMS guidelines, issuers may not pay commissions for any Marketplace enrollments if the agent is not certified prior to the sale.

Bookmark our *Broker Webpage for Sales Information*
[Health First Health Plans Brokers webpage](#)
[AdventHealth Advantage Plans Brokers webpage](#)

Refer to the *Brokers* webpage for important 2022 documents that were previously found inside the broker portal.

- Benefit Grids
- Flyers
- Schedules of Benefits

For rate grids, please email your request to HFHPIndividualSales@HF.org.

If you have any questions, please contact the Individual and Family Plans sales team at HFHPIndividualSales@HF.org or our Individual and Family Sales Liaison, AnnMarie Chapman at AnnMarie.Chapman@HF.org or 339.788.0562.

We value and appreciate your partnership.

Health First | HFBroker@HF.org



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